

Virtual Event: Improving Employee Experience

Processes and strategies to create a more engaging and inspiring workplace

Online: Wednesday, October 20, 2021 Time: 12:00-2:15pm ET & 9:00-11:15am PT



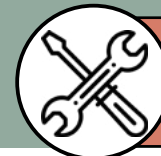
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REASONS TO ATTEND



Discuss actionable strategies that can help you design, measure and evaluate your EX



Understand how you can leverage the right tools and technology to facilitate EX



Learn how an effective employee experience strategy can foster a sense of belonging, boost productivity and ensure your organization is prepared for the future

AGENDA OVERVIEW

This past year underscored the critical role of employee experience while organizations navigate through unprecedented change. Overnight, organizations had to forge a plan to help employees adapt to this drastic transition and maintain a positive virtual work environment.

As organizations begin to rebound from the pandemic and set goals for 2022, HR leaders must rethink their EX strategies. Here is our opportunity to build stability around hybrid workplaces, embracing what works and improving where needed. HR leaders also must factor in the generational shift that will occur by 2025. According to research, Millennials and Gen Z will replace Gen X and Baby Boomers as the dominant generations in the workplace. The success of the public sector will be contingent on its ability to attract and retain the next generation of employees.

In order to meet the demands of the future workplace and workforce, HR leaders must evaluate and review how they are engaging employees at each stage of the employee life cycle. As HR leaders prepare for the new normal, what are the strategies that can empower employees and provide them with an experience that they find exciting and rewarding?

Join Public Sector Network's **Improving Employee Experience** as we explore case studies, discuss key trends, and help overcome challenges in designing a hybrid workplace strategy built to facilitate an enriching employee experience.

FEATURED SPEAKERS



SUZANNA ERSOY

Manager, Research and Innovation,
Employment and Social Develop-
ment



HALA FINIANS

Director of Talent Acquisition,
Public Service Commission, Nova
Scotia



JOCELYN BAKER

Assistant Deputy Minister - Human
Resource Operations, **Government
of Manitoba**



JANE LAUGHTON

Head of Talent & HR, **Ontario Digi-
tal Service**



DOMINIQUE DALLAIRE

Chief Human Resources Officer,
Standards Council of Canada



GIANLUCA CAIRO

Industry Principal, Public Sector
Ceridian



KAREN FIGUEROLA

Chief Human Resources Officer, **Financial
Transactions and Reports Analysis Cen-
tre of Canada (FINTRAC)**



MELANIE BERGERON

Culture Ambassador, HR Branch
Canada Border Services Agency



GORDON FROST

Partner, Ottawa Office Leader & Canadi-
an Public Sector Leader
Mercer Canada

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Agenda - Wednesday, October 20, 2021

12.00pm ET 9.00am PT	Welcome from PSN
12.05pm ET 9.05am PT	Chair Opening: Building an EX Strategy that Aligns with the Future of Work Gianluca Cairo , Industry Principal, Public Sector Ceridian
12.20pm ET 9.20am PT	Government Keynote: Redefining the Employee Experience Journey for the New Normal <ul style="list-style-type: none"> Making employee experience more personalized Leveraging the right innovative tools and technology to create frictionless EX Jocelyn Baker , Assistant Deputy Minister - Human Resource Operations, Government of Manitoba
12.35pm ET 9.35am PT	Platinum Keynote: Measuring and Optimizing your Employees' Digital Experience VMware , Speaker TBD
12.50pm ET 9.50am PT	Government Case Study: Integrating Well-being into Work Design <ul style="list-style-type: none"> Key to bridging the gap between employee well-being and performance Taking well-being beyond work/life balance Suzanna Ersoy , Manager, Research and Innovation , Employment and Social Development
1.05pm ET 10.05am PT	Spotlight Session: Implementing a Future-Oriented Talent Acquisition Strategy Case Study 1: Karen Figuerola , Chief Human Resources Officer, Financial Transactions and Reports Analysis Centre of Canada (FINTRAC) Case Study 2: Hala Finians , Director of Talent Acquisition, Public Service Commission, Nova Scotia
1.35pm ET 10.35am PT	Refreshment Break

1.40pm ET 10.40am PT	Gold Spotlight: Retaining Top Talent by Refining your Employee Development Strategy Gordon Frost , Partner, Ottawa Office Leader & Canadian Public Sector Leader, Mercer Canada
1.55pm ET 10.55am PT	Panel Discussion: Creating a Winning Employee Experience Strategy for 2022 and Beyond <ul style="list-style-type: none"> What does a successful EX strategy look like? What are the key considerations to keep in mind when redefining the EX-strategy for the new normal? How can organizations determine the right metrics that can identify gaps in their employee experience program? How can leadership play a pivotal role in promoting great experiences at every level? With most organizations embracing digital, how can leaders best combat digital burnout or exhaustion? What are the key lessons or tips that you'd like to share that can help HR leaders who are looking to transform their employee experience program? Jane Laughton , Head of Talent & HR, Ontario Digital Service Dominique Dallaire , Chief Human Resources Officer, Standards Council of Canada Melanie Bergeron , Culture Ambassador, HR Branch, Canada Border Services Agency
2.25pm ET 11.25am PT	Closing Remarks from the Chair and Virtual Event Adjourns

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